

# Additional Placement & Payment Terms and Conditions Out of School Care

June 2021



## FLEX CONTRACT

### Payment Method

- I understand that the place is not guaranteed until this placement contract signed by both parties and received by Zein Childcare.
- I understand that this contract registers my child for Zein Holiday Camps on the 'Flexible Holiday Camps Package'. This package allows me to book camp days on a flexible, as needed, basis until the end date mentioned under placement information – under the below terms and conditions.

Future bookings for upcoming holiday camps can be made via the online registration form on [www.zeinchildcare.nl](http://www.zeinchildcare.nl) or by direct email to Zein Childcare's Planning Office using: [planning@zeinchildcare.nl](mailto:planning@zeinchildcare.nl)

- During the small holidays, during the school year (mid-term holidays and the Christmas and Easter breaks), the minimum subscription for families on the 'Flexible Camps Package' is 2 days per week.
- During the summer holidays, the minimum initial registration is 5 consecutive days (a full week, Mon-Friday). After the first week, bookings must be for a minimum of 2 days per week.
- Zein Childcare encourages for new bookings to be made with a minimum of two weeks prior to the start of camp, to avoid disappointment.

## PAYMENT OF FEES

### Payment Method

- I confirm that I have read the current childcare fee schedule and agree to pay all the relevant fees and charges.

I understand that:

- The fees are reviewed on an annual basis and therefore subject to change whilst my child attends Zein Childcare.
- I am responsible for paying the outstanding amount for the holiday camp in full, **before the start of camp** and not later than 14 days after receiving the invoice.
- That if Zein Childcare terminates the contract due to non-payment, all outstanding payments for all bookings made must be completed.

## TERMINATION THE FLEXIBLE HOLIDAY CAMPS CONTRACT/BOOKING

### Cancellation

I understand that:

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- Once a placement contract has been signed and returned it is legally binding. The place has been reserved for the client accordingly and cancellation is only possible until one month in advance.
- If the cancellation of the place is made less than one month before the actual starting date, the client will be liable for all costs for the holiday camp days booked.

## ATTENDANCE

### Booking Extra Days

As long as availability and staffing allow, it is possible to book extra camp day(s). The request for additional day(s) is to be made with the Zein office.

### Switching of Days

It is possible to switch days, availability permitting, within two days from when the request was made **within the same service area only** (*holiday camp days can be swapped for holiday camp days only*). The switching of days is to be arranged via the office or Zein's parent portal/app.

### Absence and Holidays

Payment for days on which a child has not attended holiday camps – be that for sickness or holidays – is never reimbursed.

## GENERAL PROCEDURES AND HOUSE RULES

### Drop-off and Pick-up

Drop-off for holiday camps is between 08:00-09:00 and pick up for holiday camps is between 17:00-18:30.

- I am aware that I should not arrive later than 18:20 for pick-up, in order to enable the teacher to provide adequate update on my child's day as well as allow for comfortable time to prepare for departure. I am also aware that if I want to drop-off or pick-up at a different time I need to inform the office in advance due to the possibility of the groups being away on a field trip.

### Change of Arrangements

- I accept that, due to safety reasons, no one is allowed to pick my child up without my prior notification to the Out of School Care/Holiday Camps Office by phone or email. Parental consent must be provided with a completed copy of Zein Childcare's official pick-up consent form.

### Transportation

Any transportation is done by an experienced bus company. The bus company adheres to strict safety rules.

### Welcome Pack

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After signing this contract and before your child's start at Zein Childcare, you will receive our Zein Welcome Pack. The pack will provide you with helpful practical information on how we run things at our holiday camps. Please, do take a moment to also read this Welcome Pack thoroughly just before your child enters the holiday camp as it contains vital information to help make your child's camp experience as hassle free as possible - for both you and them.

## ILLNESS AND MEDICAL SITUATIONS

### Illness

Zein Childcare cannot provide care for sick children for the following reasons:

1. The protection of other children from transmittable diseases.
  2. The comfort and safety of the child who is ill.
  3. The capacity of the centre to look after a sick child.
- I understand that my child should be kept at home when feeling ill and I realize that if my child develops a temperature, or becomes sick whilst attending holiday camps, I am responsible to pick my child up as soon as possible.

### Accident and emergency protocol

Zein Childcare has designed a protocol which the teachers follow in case of an accident or medical emergency.

- I understand that, if the need to take my child to the hospital arises, this will be done by a teacher either by taxi or ambulance. I appreciate that I will be contacted at the earliest convenience and that one of the holiday camps teachers will stay with my child until I arrive at the hospital.

### Medication

If a child is on a medication which you need to be administered by a teacher while the child is attending holiday camps, this needs to be discussed with the location manager first, and a medication form needs to be filled and signed by the parent for each different medication to be administered.

- I understand that none of the holiday camp staff will administer my child's medication without having received a completed medication form.
- I understand that the day care staff will **only** administer medications prescribed by a doctor.

### Allergies and on-going medical situations

- I realize the importance of informing the Zein office and the teachers of any allergies or ongoing medical situations that my child has.
- I understand that Zein Childcare will do its best to prevent risky situations related to allergies. However, in case of a very severe or extreme allergy, Zein Childcare cannot guarantee absolutely allergy-safe environment, since Zein Childcare cannot control what all persons entering the building of Zein Childcare bring with them.

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## INFORMATION SHARING

### Parent and child information

- I realize the importance of keeping the Zein office up to date with important contact details such as address, phone number, emergency numbers etc. and I will update the office accordingly whenever any of my contact details change.